[illegible]

[illegible]

[[illegible]]

[illegible]

[illegible]7(1)(a)(ii)[illegible]**A**[illegible]

[illegible]

[illegible]**B**[illegible]

[illegible]

[illegible]2629 0565[illegible]katchan@ombudsman.gov.hk[illegible]

[illegible]
[illegible]

[illegible]168-200[illegible]30[illegible]
[illegible]http://www.ombudsman.gov.hk
[illegible]2629 0555
[illegible]2882 8149

[illegible] **A**

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

- [illegible]
- [illegible]
- [illegible]
- [illegible]
- [illegible]
- [illegible]

[illegible]

[illegible]

[illegible] 7(1)(a)(ii) [illegible]

[illegible]

(a) [illegible]

(b) [illegible]

(c) [illegible] —

(i) [illegible]

(ii) [illegible]

(d) [illegible]

(e) [illegible]

[illegible]

[illegible]

[illegible] 168-200 [illegible] 30 [illegible] 2882 8149 [illegible] ***complaints@ombudsman.gov.hk*** [illegible]

[illegible]

[illegible]

[illegible] **B**

[illegible]

[illegible]

[illegible]

[illegible]

2. [illegible]

(a) [illegible]
   (i) [illegible]
   (ii) [illegible]

(b) [illegible]

(c) [illegible]

(d) [illegible]

(e) [illegible]

[illegible]

[illegible]

3. [illegible]153[illegible]590,000[illegible]84[illegible]290,000[illegible]

4. [illegible]

5. [illegible]6,000[illegible]10,000[illegible]

6. [illegible]

[illegible]

7. [illegible]

[illegible]

8. [illegible]

[illegible]

9. [illegible]

[illegible]

[illegible]

10. [illegible]

[illegible]

11. [illegible]

	[illegible]	[illegible]
(a)	[illegible]	50%
(b)	[illegible] [illegible]	20%
(c)	[illegible]	30%
	[illegible]	100%

[illegible]

12. [illegible]

[illegible]

13. [illegible]

[illegible]

14. [illegible] 150 [illegible]

[illegible]

15. [illegible] 25% [illegible] 25% [illegible] 50% [illegible]

16. [illegible]

[illegible]

17. [illegible]

[illegible]

18. [illegible]

(a) [illegible]
(b) [illegible]
(c) [illegible]
(d) [illegible]
(e) [illegible]

[illegible]

[illegible]

19. [illegible]

[illegible]

20. [illegible]

21. [illegible]

22. [illegible]

[illegible]

[illegible]

23. [illegible]

[illegible]

24. [illegible]

25. [illegible]

[illegible]

26. [illegible]

(a) [illegible]
(b) [illegible]
(c) [illegible]

[illegible]

27. [illegible] 150 [illegible]

28. [illegible] ([illegible] 209 [illegible] 131 [illegible]) [illegible] 65.1% [illegible]

[illegible]

29. [illegible] 25% [illegible] 25% [illegible] 45.85 [illegible] 53.77 [illegible]

30. [illegible]

[illegible]

31. [illegible]

32. [illegible]

[illegible]

33. [illegible]

[illegible]

34. [illegible]

35. [illegible]

[illegible]

(a) [illegible]

(b) [illegible]

[illegible]

(c) [illegible]

(d) [illegible]

(e) [illegible]

[illegible]

(f) [illegible]

(g) [illegible]

(h) [illegible]

(i) [illegible]

(j) [illegible]

[illegible]

(k) [illegible]

(l) [illegible]

(m) [illegible]

(n) [illegible]

(o) [illegible]—

(i) [illegible]

(ii) [illegible]

(p) [illegible]

[illegible]

36. [illegible]

37. [illegible]

[illegible]

[illegible]